We are excited

TO HAVE YOU ON BOARD!

**This document provides the information needed to get set up with Crossover
and started towards your new career!**

Crossover provides our Partners with Pay, Services, WorkSmart & Dashboard Access as well as Engagement Opportunities with the +4500 Partners located across the globe. Your direct manager in the specific team and company you have been placed in will be following up shortly regarding contacts and specifics for the first days and weeks of your new role.

The information in this document applies to *all* Partners - those based in the United States working as W2 employees (Paychex / Benefits) and those outside of the U.S. or in the U.S. providing services as contractors (Payoneer / Contractor) - please read through to find the information that is relevant to your location and role:

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CONTRACTOR PAYMENTS - PAYONEER (1099)

GENERAL INFO / LOGIN

Our non U.S. and U.S. 1099 Partners are paid via the Payoneer partner payment system. When you were sent the Welcome Offer email from Crossover, you should have received step by step instructions for creating a Payoneer account. If you did not setup an account with Payoneer please contact Crossover Support through web portal https://support.crossover.com/hc/en-us (reminder to login with your work email address).

Within Payoneer, you have choices about how you get paid. You can choose to be paid:

→ Via U.S. automated clearing house (ACH) transfer.
→ Via outside U.S. global bank transfer.
→ Via a Payoneer Prepaid Mastercard which would then be sent to you, directly from Payoneer.

All Payoneer users created your Payoneer login account during your onboarding with Crossover. To login to your account please go to: Payoneer Login Page
Once logged in, you will be able to:
→ Access Payments
→ See Your Profile Info
→ Update The Way You Are Paid
→ Change Your Bank Account

Reminder: Your hiring or engagement manager is the deciding party on if you are hired as a W2 employee (paid through Paychex) or engaged as a Contractor (paid through Payoneer). Neither this document, the use of the Payoneer partner payment system, a Partner's election regarding the manner of payment, or any other aspect of the onboarding or payment process or systems alters the relationship between any non U.S. or U.S. 1099 Partner and Crossover, which continues to be an independent contractor relationship. In performing services though Crossover, each non U.S. and each U.S. 1099 Partner acts solely as an independent contractor, and nothing in these materials or the referenced processes or systems will be, at any time, construed to create a relationship of employer and employee, partnership, principal and agent, franchisor and franchisee or joint venturer between such Partner and Crossover.

PAY SCHEDULE

Crossover: our work week and when do you get paid?

Week 1

- First day of week 1 : Monday 12:00am GMT

- Last day of week 1 : Sunday 11:59pm GMT (Any time logged after this will count for the following week)

Week 2

Time logged is reviewed and approved.

Monday 12:00am to Sunday 11:59pm Week 2

Week 3

Time logged Week 1 is processed and paid via Payoneer (Tuesday or Wednesday)

Payment reaches your account (3-5 business days after processing)

This process includes two emails that will be sent to you - one indicating that your payment has been processed by Crossover, and another indicating that your payment has been processed by Payoneer.

This payment process usually takes a short time between being processed by Payoneer and arriving in your bank account. The actual time varies from bank to bank, but typically your payment will arrive by Thursday midnight UTC. If your payment has not arrived by Thursday at midnight UTC, or if you have any payroll questions, please visit support.crossover.com.

For questions and/or to learn more about Payoneer product, pay methods, password needs, or account document, please see Payoneer's help site here https://payoneer.custhelp.com/

TAX FORMS / BUSINESS ENTITY

You will be requested to also fill-in your tax forms . You can find **here** a knowledge base article that will guide you through the process.
If you work through a Business Entity you can view **here** how to setup your accounts.

PAYROLL - PAYCHEX (U.S. W2)

GENERAL INFO / LOGIN

PayChex is our U.S. W2 payroll provider. They provide us with the ability to effectively and timely pay our U.S. based Partners. To start, you should have received an email from Crossover titled 'You received a job offer'. This Welcome Offer details the steps to complete including a background check and information needed to send you the invite to PayChex.

Within 24-48 hours after you completed your Welcome Offer, you will receive an invite from PayChex to complete your payroll profile.   Timely completion of this step is important because any delay can affect the timing of your paycheck. After you have completed your Paychex paperwork you can then register for an account to login later to access your check stubs, w2's etc.

To enroll in Paychex follow the link here: Paychex Login and click "Sign Up". Follow the steps and you will be able to register your account. Make sure to fill out info as you did when completing paperwork. Once completed, use the username and pass to go back anytime and access your Paychex account. Please see the link below to learn more about Paychex and answer any website questions.

PAY SCHEDULE

For all in Paychex, there is only one payment schedule. All Crossover Paychex partners (both hourly rated and salary rated) are paid on a weekly pay schedule. Please see notes on Pay Schedule:

- Paydates are every Friday of every week.
- Workweeks are paid 2 weeks in arrears.
- Payweeks start on Monday and end Sunday.

Paychex				Paychex				Paychex		
First Day Of Pay Period	Last Day Of Payperiod	Paydate (Hourly & Salary)		First Day Of Pay Period	Last Day Of Payperiod	Paydate (Hourly & Salary)		First Day Of Pay Period	Last Day Of Payperiod	Paydate (Hourly & Salary)
12/16/19	12/22/19	1/3/20		4/6/19	4/12/19	4/24/20		8/31/19	9/6/19	9/18/20
12/23/19	12/29/19	1/10/20		4/13/19	4/19/19	5/1/20		9/7/19	9/13/19	9/25/20
12/30/19	1/5/20	1/17/20		4/20/19	4/26/19	5/8/20		9/14/19	9/20/19	10/2/20
1/6/20	1/12/20	1/24/20		4/27/19	5/3/19	5/15/20		9/21/19	9/27/19	10/9/20
1/13/20	1/19/20	1/31/20		5/4/19	5/10/19	5/22/20		9/28/19	10/4/19	10/16/20
1/20/20	1/26/20	2/7/20		5/11/19	5/17/19	5/29/20		10/5/19	10/11/19	10/23/20
1/27/20	2/2/20	2/14/20		5/18/19	5/24/19	6/5/20		10/12/19	10/18/19	10/30/20
2/3/20	2/9/20	2/21/20		5/25/19	5/31/19	6/12/20		10/19/19	10/25/19	11/6/20
2/10/20	2/16/20	2/28/20		6/1/19	6/7/19	6/19/20		10/26/19	11/1/19	11/13/20
2/17/20	2/23/20	3/6/20		6/8/19	6/14/19	6/26/20		11/2/19	11/8/19	11/20/20
2/24/20	3/1/20	3/13/20		6/15/19	6/21/19	7/3/20		11/9/19	11/15/19	11/27/20
3/2/20	3/8/20	3/20/20		6/22/19	6/28/19	7/10/20		11/16/19	11/22/19	12/4/20
3/9/20	3/15/20	3/27/20		6/29/19	7/5/19	7/17/20		11/23/19	11/29/19	12/11/20
3/16/20	3/22/20	4/3/20		7/6/19	7/12/19	7/24/20		11/30/19	12/6/19	12/18/20
3/23/19	3/29/19	4/10/20		7/13/19	7/19/19	7/31/20		12/7/19	12/13/19	12/25/20
3/30/19	4/5/19	4/17/20		7/20/19	7/26/19	8/7/20		12/14/19	12/20/19	1/1/21
4/6/19	4/12/19	4/24/20		7/27/19	8/2/19	8/14/20				
4/13/19	4/19/19	5/1/20		8/3/19	8/9/19	8/21/20				
4/20/19	4/26/19	5/8/20		8/10/19	8/16/19	8/28/20				
4/27/19	5/3/19	5/15/20		8/17/19	8/23/19	9/4/20				
5/4/19	5/10/19	5/22/20		8/24/19	8/30/19	9/11/20				

For any questions or issues regarding Paychex payment, or personal account details please contact Crossover Support through web portal https://support.crossover.com/hc/en-us (reminder to login with your work email address)

For any questions or issues regarding Paychex product, login help, or account needs, please see Paychex help site here https://www.paychex.com/support

TAX FORMS

W2's will be generated by Paychex at the end of every tax year. If you have a Paychex account you may access your W2 online. If you need to create a Paychex account, see "Paychex Login" above.

W2's will also be mailed out to your current address you have on file in Paychex. W2's will be mailed no later than January 31. Please make sure to keep your address current in Paychex so there is no delay in providing your W2.

We want our Partners
TO BE HAPPY AND HEALTHY.

United States W2 ONLY Partners - BENEFITS INFORMATION

If you are a U.S. based W2 Partner being paid in Paychex, you have the option to enroll in our available benefits. Your hiring or engagement manager is the deciding party on if you are hired as a W2 (paid through Paychex) or engaged as a Contractor (paid through Payoneer). Services that Crossover offers for their W2 Partners are:

→ Humana Health
→ Vision
→ Dental
→ 401k Plan (no employer match at this time)
→ Voluntary Life

To overview these benefits please follow this link : Benefits Overview

These documents will provide you with information on the levels of benefits offered, details of all plans, as well as their associated costs to you. Please note that the Crossover Human Resources team will reach out to you via email if you are eligible for these benefits and will provide how to enroll.
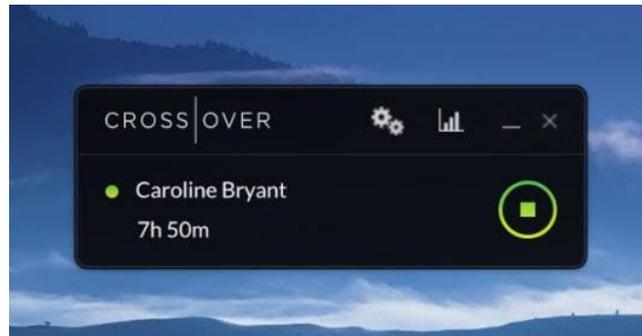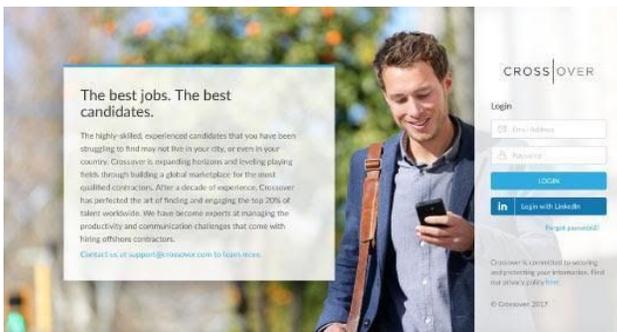
To learn more about Humana, check out their website here. https://www.humana.com/. Also, once you are enrolled in Humana benefits, you can create an account through their website above and find doctors covered in your network, check prescription prices, and more!

WORKSMART DASHBOARD

Logging into your WorkSmart Dashboard will be an ongoing part of working with Crossover.

Here we provide details on setting up your Crossover account as well as directions for using WorkSmart. Your Manager will go over the specific metrics for your role and team.

DASHBOARD LOGIN

This is where you will login to Crossover.com to see your Worksmart activity, team metrics, payment details, and your overall Crossover account settings. The Partner Dashboard is the primary go-to place for all the Partners to view comprehensive information regarding their contract with Crossover.

Login: https://www.crossover.com/x/login

WORKSMART TOOL

WorkSmart is a software package that logs the number of hours you work, provides you with productivity coaching and insights, and monitors computer use while working. The tool runs on your computer and transfers all recorded information to Crossover.com. By logging on to Crossover.com, you can view both your Log Book (which gathers and displays the weekly hours you've worked) and your Activity Dashboard (which displays information about your work and productivity through charts and graphs).

[Download WorkSmart Tool](#)
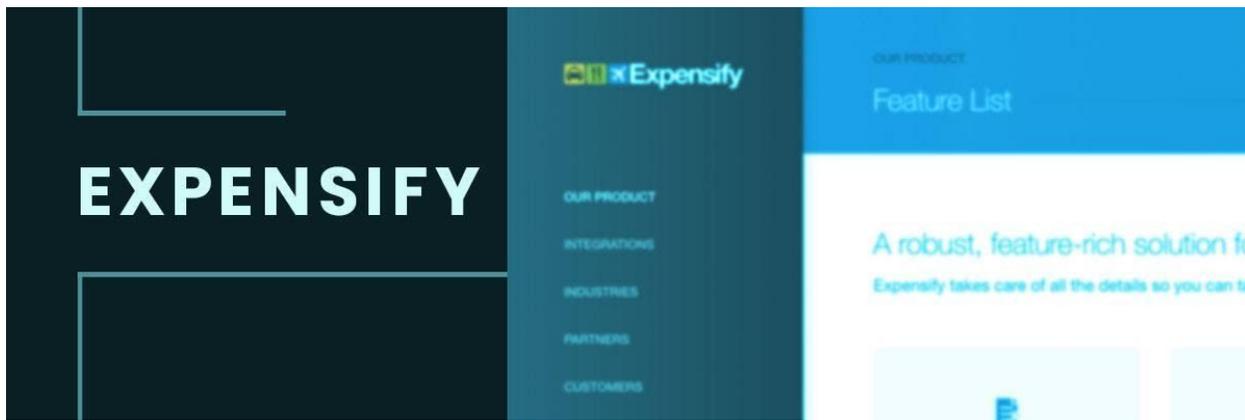
HELPFUL LINKS

[Crossover Worksmart Overview](#)

[Worksmart FAQ](#)

[Guidelines For Successful Use of Worksmart](#)

[System Requirements for Installing Worksmart](#)

[Link](#) to WorkSmart Training for Partners: (these sessions are held monthly)

EXPENSIFY

Please ask your Manager if Expensify access will be needed for your role. This is the system that is used for reimbursements. If you will need access, please contact expensereports@versata.com and request an invitation to establish your account. Here are the guidelines that you will need to follow:

What to do when you receive the

INVITATION TO JOIN EXPENSIFY

NEXT STEPS

Click the "Accept Invite" button in the email. Select an Expensify password to create your account. Install the Expensify app on your phone or other device. This allows you to snap pictures of your receipts and create expense reports on the go.

Import credit card or bank transactions. You can add transactions from your personal credit card to your expense reports without having to manually input them. Imported transactions are visible only to you. Your approver will only see those transactions you claim on your expense reports.
Watch the training videos (less than 10 minutes): http://help.expensify.com/employee-training-videos/

You will also receive detailed instructions for completing Expense Reports including Naming Conventions, Invoice Fields, Policy Definitions and Category & Tag Instructions.

Expense Reimbursement - Your expenses will be reimbursed 30-40 days from the date you submit the report in Expensify. If you don't receive payment within this time, send a payment status request to: accounts.payable@crossover.com

Please read our Corporate Travel and expense reimbursement policy as well:
https://drive.google.com/open?id=0B01aib_RJ7QMU2NyNTlXRS14d0k

CONTACTS & ENGAGEMENT

We understand that there will be questions and issues come up that you will need assistance with.

Please feel free to reach out to the following contacts:

CROSSOVER SUPPORT

(Team Rooms, WorkSmart, Payments, Technical Help, Knowledge Base Articles, etc)
Contact via Web portal https://support.crossover.com/hc/en-us where you will be able to open support tickets, meet Alan the Support Bot, and gain access to a lot of useful knowledge based articles.

**In order to access Knowledge Base articles please make sure you Sign Up for a Crossover Support login. You can do this by clicking the support link above and clicking ' Sign In' in the top right corner of the page. This will bring you to a popup to Sign Up for an account.

HUMAN RESOURCES

You Crossover Human Resources team has created a portal to help guide you through payroll (Payoneer & Paychex), benefits (Paychex Only), partner / manager frequently asked questions and more! We have created this Portal for Crossover partners paid in Payoneer and Paychex to help advise on questions and help we see the most come through our HR desk.

Please follow the link below to the HR Portal. Please make sure you are signed into Crossover Support (using you Crossover credentials, to view this portal link). Crossover Human Resources Portal

Please note that the HR Portal does not replace the Crossover Main Support / Knowledge Base Site. If you can not find an answer to your question on the portal, search Crossovers Main Support Knowledge Base Site or open a ticket with Crossover support. Crossover Main Support Page

Crossover Human Resources Team - Lauren Hein & Kristen Jones - HumanResources@Crossover.com

ENGAGEMENT OPPORTUNITIES WITH CROSSOVER

(Trainings, Webinars, Career Development)
Robin Rosi - Robin.Rosi@Crossover.com

RESOURCES FOR CROSSOVER MANAGERS

For those of you who have been hired into a Management position for Crossover we have provided some recordings and background to help you prepare for taking on your new team. There are many aspects of what makes an excellent Manager at Crossover - while WorkSmart Pro tools are quite important - so too are the "soft skills" for managing the specific needs of a new/remote team.

Whether you are a first time Manager or just need brushing up on some of the important aspects of being a remote leader, we hope you find the material below helpful:

How Great Leaders Inspire Action - Simon Sinek

The Puzzle of Motivation - Dan Pink

Lead Like the Great Conductors- Itay Talgum

What Makes Us Feel Good About Our Work- Dan Ariely

Cross Cultural Communication - Pelegrino Riccardi

Six Rules for Simplicity - Yves Morieux

Distributed leadership at Google: Lessons from the billion-dollar brand

How Leading Companies Manage Cross Cultural Remote Teams

If you are interested in providing feedback to Crossover Human Resources - please complete this Survey.

Your responses and feedback are appreciated as we are always looking to improve on our HR support. (HumanResources@Crossover.com)

CLOSING MESSAGE

We hope this guide was helpful in learning about Crossover and the placement with your new company.

Your new Manager will be reaching out to shortly if they haven't already (regarding email set up, systems access and your first days/weeks). If you have not heard from them within 2 business days of your job acceptance, please contact Crossover Support through web portal
https://support.crossover.com/hc/en-us

We wish you the best in your new career!

The Crossover Team

*Current version 1.5 - Updated 2/3/2020